

REMARKS

This Request for Reconsideration is submitted in response to an outstanding Office Action dated January 13, 2005, the shortened statutory period for response set to expire on April 13, 2005. Accordingly, no extension of time is believed due. In the event that the Commissioner determines that an extension of time is required or a fee due, the undersigned hereby petitions for any required extension of time and authorizes the Commissioner to charge any required fee to the Milbank Deposit account 13-3250. A duplicate of this sheet is enclosed.

I. Status of the Claims

Claims 1-17 are pending in the application. Claims 1, 6, 9, 11, 13, 14, 15, 16 and 17 are independent claims.

Applicants acknowledge the Examiner's citation of statutory authority as a basis for claim rejections.

II. Rejections under 35 U.S.C. § 112

The Examiner has rejected claim 9 under 35 U.S.C. § 112 as being indefinite with regard to the second transmitting means. Applicant respectfully traverses the rejection, and points out that an earlier limitation of claim 9 recites a first transmitting means.

III. Rejections under 35 U.S.C. § 102

The Examiner has rejected Claims 1-17 under 35 U.S.C. § 102 as being anticipated by U.S. Published Patent Application No. US-2002/0131067 to Cox.

The Examiner states that with regard to claim 1, "Cox teaches a management apparatus for managing a device, comprising: receiving means (ROM 107 of processor 104) for receiving problem information (error management data 108) concerning a problem that occurs [in] the device from the user side apparatus (client 101) including said device, wherein the problem information is selected from hierarchical types [and] degrees of a problem (error codes,

image files, device configuration, see para. 0037; and transmitting means (processor 104) for transmitting information 0038 coping with the problem based on said problem received by the receiving means (for example instructions for clearing a paper jam, see para. 38, lines 8-10).”

With regard to claim 6, the Examiner states “Cox teaches a user side apparatus (computer) including a device (printer) as claimed, comprising: selecting means (printer driver 110) for selecting problem information concerning a problem (see para. 0031 where it is possible for the driver to store problem information) that occurs in the device or of the hierarchical types and degrees of a problem (error codes image fields and configuration data, see para. 0037); transmitting means (printer driver 110) for transmitting the problem information selected by the selecting means to the management apparatus (printer 102); and receiving means (processor 104) for receiving information for coping with the problem based on said problem information from the management apparatus.

With regard to claim 9, the examiner states that “Cox teaches a network system consisting of a device (printer) and a server (printer driver 110), for managing the device that are connected on a network, comprising a user side apparatus including said device, wherein said user side apparatus comprises: selecting means (printer driver 110) for selecting problem information that has occurred in said device out of hierarchical types and degrees of a problem (error codes, image file, device configuration; and first transmitting means (processor 104) for transmitting management data to the server the print driver in the client device wherein the server comprises a second transmitting means (internal and inherent within the print driver), means for transmitting information to help cope with the problem.”

With regard to claim 11, the examiner states that “Cox teaches a method of coping with a device problem for a user side of a device to cope with a problem that a user feels when the user uses the device, comprising: a selecting step (facilitated by a printer driver 110) in which

a user side apparatus including said device selects problem information concerning a problem (para. 0031, where driver stores problem information) that occurs in said device based on hierarchical types and degrees of a problem (error codes, image files and device configuration); a first transmitting step (via printer driver 110) for transmitting a problem information selected to a management device; receiving step (via processor 104) in which said management side apparatus receives the problem information transmitted in said first transmitting step; receiving step, via processor 104, in which management side apparatus receives the problem information transmitted in the first transmitting step; and a second transmitting step (processor 104) in which said management side apparatus transmits information (management data 101) for coping with the problem information received in said receiving step. See step 302 of figure 3.”

With regard to claim 13, the examiner states that “Cox teaches a storage medium ROM 107 for having a program (para. 36, lines 1 and 2) for executing processing for a method of coping with a device problem readably stored thereon, wherein the program comprising: a selecting step (facilitated by a printer driver 110) in which a user side apparatus including said device selects problem information concerning a problem (para. 0031, where driver stores problem information) that occurs in said device based on hierarchical types and degrees of a problem (error codes, image files and device configuration); a first transmitting step (via printer driver 110) for transmitting a problem information selected to a management device; receiving step (via processor 104) in which said management side apparatus receives the problem information transmitted in said first transmitting step; receiving step, via processor 104, in which management side apparatus receives the problem information transmitted in the first transmitting step; and a second transmitting step (processor 104) in which said management side apparatus transmits information (management data 101) for coping with the problem information received in said receiving step. See step 302 of figure 3.”

With regard to claim 14, the examiner states that "Cox teaches a control method for managing a device, comprising: receiving means (ROM 107 of processor 104) for performing a receiving step for receiving problem information (error management data 108) concerning a problem that occurs [in] the device from the user side apparatus (client 101) including said device, wherein the problem information is selected from hierarchical types and degrees of a problem (error codes, image files, device configuration, see para. 0037; and transmitting means (processor 104) for performing a transmitting step for transmitting information 0038 coping with the problem based on said problem received by the receiving means (for example instructions for clearing a paper jam, see para. 38, lines 8-10)."

With regard to claim 15, the examiner states that "Cox teaches a control method for controlling a user side device, comprising: selecting means (printer driver 110) for performing a selecting step for selecting problem information concerning a problem (see para. 0031 where it is possible for the driver to store problem information) that occurs in the device or of the hierarchical types and degrees of a problem (error codes image fields and configuration data, see para. 0037); transmitting means (printer driver 110) performing a transmitting step for transmitting the problem information selected by the selecting means to the management apparatus (printer 102); and receiving means (processor 104) for receiving information for coping with the problem based on said problem information from the management apparatus."

With regard to claim 16, the examiner states that "Cox teaches a storage medium (ROM 107) having a program for controlling a management apparatus for managing a device stored thereon, wherein the program (para. 36, lines 1 and 2) comprising: receiving means (ROM 107 of processor 104) for performing a receiving step for receiving problem information (error management data 108) concerning a problem that occurs [in] the device from the user side apparatus (client 101) including said device, wherein the problem information is selected from

hierarchical types and degrees of a problem (error codes, image files, device configuration, see para. 0037; and transmitting means (processor 104) for performing a transmitting step for transmitting information 0038 coping with the problem based on said problem received by the receiving means (for example instructions for clearing a paper jam, see para. 38, lines 8-10).”

With regard to claim 17, the examiner states that “Cox teaches a storage medium (ROM 107) having a program (lines 1 and 2 of para. 36) for controlling a user side apparatus for managing a device stored thereon, wherein the program comprising: selecting means (printer driver 110) for performing a selecting step for selecting problem information concerning a problem (see para. 0031 where it is possible for the driver to store problem information) that occurs in the device or of the hierarchical types and degrees of a problem (error codes image fields and configuration data, see para. 0037); transmitting means (printer driver 110) performing a transmitting step for transmitting the problem information selected by the selecting means to the management apparatus (printer 102); and receiving means (processor 104) for receiving information for coping with the problem based on said problem information from the management apparatus.”

Claim 1 recites: A management apparatus for managing a device, comprising: receiving means for receiving problem information concerning a problem that occurs in said device from a user side apparatus including said device, wherein the problem information is selected from hierarchical types and degrees of a problem; and transmitting means for transmitting information coping with the problem based on said problem information received by said receiving means.

Applicant respectfully submits that the invention of claim 1 receives problem information that is selected from hierarchical types and degrees of a problem. A management side transmits information to cope with the problem based on the problem information that was

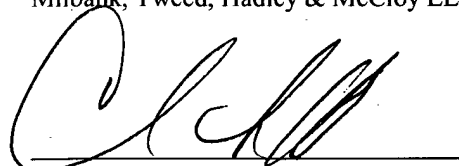
received. Cox only discloses notifying an error code. Applicant submits that the error codes image fields and configuration data of Cox are not hierarchical types and degrees of a problem. There is no disclosure in Cox of receiving problem information that is selected from hierarchical types and degrees of a problem. Thus, in Cox, the management side is not able to transmit information to cope with the problem based on the problem information that was received.

Independent claims 6, 9, 11, 13, 14, 15, 16 and 17 include similar limitations and are therefore not anticipated by Cox for the same reasons. Accordingly, Applicant respectfully submits that the rejections of claims 1-17 over Cox are overcome and asks that the rejections be withdrawn.

IV. Request for Reconsideration

Applicant respectfully submits that the claims of this application are in condition for allowance. Accordingly, reconsideration of the rejection and allowance is requested. If a conference would assist in placing this application in better condition for allowance, the undersigned would appreciate a telephone call at the number indicated.

Respectfully submitted,
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